



G-Cloud 15 Service Description

IT Service Management (IT Service Desk)



Table of Contents

1.	MANAGED SERVICE DESK	2
2.	OTHER INTEGRATED CLOUD SERVICES WITH SERVICE DESK	3

1. Managed Service Desk

We specialise in management of complex infrastructures in the NHS. We tackle challenging projects providing 1st, 2nd and 3rd line capabilities. Our certified infrastructure engineers work alongside ITIL based service desk technicians enabling efficient and proactive service delivery aligned to best practice methodologies and customer centric approach.

Cloud21 can support organisations in the following activities:

- Provide service management based on ITIL best practice
- Extensive knowledge of NHS applications
- Service desk with logging and tracking, SLA levels, Auto-Assign Tickets
- Provides service reviews and transition
- Facilitate continuous service improvement planning
- Full service end-to-end reporting including Dashboards and CMDB/Asset Management.
- IT Service desk Monthly Client Service review meetings
- Capacity and asset management, configuration management
- Performance management including SLA/KPI management of services
- Capability, incident, problem and availability management
- Monitoring and resolution of Hypervisor Host, Windows Server, and SQL Server core functionality and performance metrics (CPU, memory, and disk utilization/capacity)
- Monitoring and managing storage provision and utilization (e.g. creating/expanding LUNs, datastores and volumes)
- GPO management (limited to operational additions and alterations)
- Microsoft License analysis and optimisation (limited to Windows Server and SQL Server)
- Engaging and logging incidents with 3rd parties where direct resolution is not readily available (e.g. hardware component failures)
- Operational escalations when internal teams cannot solve a problem
- Attend internal IT meetings (including Teams) to determine actions and provide updates

Cloud21 utilise a centralised MSP service desk from ManageEngine to allow organisations to have a Cloud hosted service desk with both client and MSP access.

The Integrations ManageEngine offers is extensive and extremely cost effective.



2. Other integrated Cloud services with Service Desk

ManageEngine:

- Endpoint Central (Device Management)
- AD Manager plus
- Op Manager (Infrastructure Monitoring and management)
- Applications Manager (Performance Monitoring / DBs, ERPs)
- Zoho Analytics / Analytics Plus
- Site 24x7 (Website, Server, application and real-time monitoring)
- Privileged access management (PAM360)

